Member Portal Help Content

Introduction
The World Bank Member Portal provides you with the ability to access the Databank (databank.worldbank.org), Job Site, Newsletters, Open Learning Campus, Photo Library, WBG eConsultant and other sites available to the general public.\(^1\)

In order to do so, you must either log-in with an existing account, create a new account or create a new account using a Social Account. There is no fee to register. In addition, The World Bank does not sell, distribute or share your information with third parties, outside of The World Bank Group. For more information, you may review The World Bank’s Privacy Policy.

This documentation will take you through the following options:

- Create a New Account
- Create a New Account Using Social Account such as Google, LinkedIn, Facebook or Amazon.
- How to Reset a Forgotten Password
- Where to Obtain Additional Assistance

To Begin
To begin, you must start at the Member Portal page.

![Sign in to Member Portal](image)

You will have the option of creating a new account or using an existing email address/account.

\(^1\) World Bank Staff members can use their Passkey account to log in.
How to register/Create a New Account (Account Sign up)

1. At the bottom of the Sign-In box, select **Sign up now** to register a new email account. The Create Profile form will appear.

2. Enter your Email Address.
3. Click **Send verification code**. You will receive an email with a Verification Code, similar to the one below.

   ![Verification Email Example]

   **Verify your email address**

   Thanks for verifying your [example email address] account!

   Your code is: 557788

   Sincerely,
   The World Bank Group

   *This message was sent from an unmonitored email address. Please do not reply to this message.*

4. Return to the Member Portal and enter the code into the Create Profile form.
5. Click **Verify Code**. You will then be allowed to continue with the Profile process.
6. [Image of the Member Portal screen]

7. Enter all of the additional requested information. In fact, you can even change the email address for this profile.

8. When done, click **Create**.

9. Once your user account is created, and depending upon what you are attempting to access, you will be presented with a page (similar to the one below). In this case, you are asked to indicate the regions/countries and interests, you would like to be notified about.
10. When finished, click **Logout**.
How to register using a Google Account (or Facebook, LinkedIn or Amazon)

1. Select a social account login from the Member Portal Login page. (Ex. Google). You will then be redirected to the appropriate Social account login page.

2. Enter your email address. Note, if you have more than one Google account, you may be presented with a page listing all accounts. You should select the appropriate one.

3. Click **Next**.

4. Enter the password.

5. Click **Sign-in**.

6. If authentication is successful, you will be asked to provide permission to the World Bank Group to access the basic details from the account used for login.
7. Click **Allow**. After user consent, Member Portal registration form displayed.

11. Provide the required details in form and select **Continue**. You will be presented with a page (similar to the one below) allowing you to indicate the regions/countries and interests, you would like to be notified of.
12. When done, click **Logout**.
Did you Forget Your Password?
You can reset your password using the self-service reset feature.

1. Select **Forgot your password?** You will be presented with the Forgot Password? screen.

![Forgot Password Screen]

2. Enter the Email address registered with The World Bank.
3. Click **Send verification code.** The Verification Code is sent to user’s email account.

![Send Verification Code]

4. Return to the page shown in Step 1.
5. Enter the code shared in the email to the text field **Verification code.**
6. Select “Verify Code”. After code verification, the Member portal displays two fields: **New Password** and **Confirm New Password**.

7. Enter both and select **Continue**. Your password has been reset and you are now in the Member Portal site.

**Where to Obtain Help**

If you are having difficulty signing into the Member Portal, contact us at ITHelp@worldbankgroup.org